

PROGRAM MANAGER, GENERAL SERVICES

DEFINITION:

To provide management, direction, planning and administrative guidance to program personnel in the administration of Internal Service Fund resources for a major service delivery program; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

This class is only found in the Department of General Services. The Program Manager, General Services is responsible for the management and direction of a major service delivery program. It is distinguished from the Project Manager, General Services in that the latter is primarily responsible for the guidance of professional technical personnel in major long-term county development projects.

EXAMPLES OF DUTIES:

Manages, directs, plans, coordinates and reviews administrative and operational activities in all phases of service bureau work; coordinates and reviews research and work flow analysis; may conduct facility, equipment, supplies and infrastructure sufficiency assessments; completes reengineering studies to continuously improve service delivery; directs the preparation of business case studies related to proposed new products and services; formulates rates and determines returns on investments; directs and oversees program operations which may include budget preparation, fiscal control, accounting, purchasing, personnel, contract administration, capital improvements and data processing; reviews and decides on expenditure requests and budget variances; confers with officials, customers and private sector professionals at all levels; coordinates various programs and activities in an assigned area of responsibility with governmental agencies and private entities; attends meetings and coordinates correspondence and other communication to provide expert advice, cost estimates or other service bureau information; manages and directs personnel actions: interviews, hires, assigns, trains, evaluates and disciplines staff; explains new policies, procedures, methods and systems; assists in defining and resolving complex work problems; oversees the establishment of work standards and operational objectives in an assigned area of responsibility; may serve as arbitrator for substantial problems; establishes and implements organizational policies and procedures for program operations; monitors effectiveness of policies and procedures and makes revisions or recommendations for improvement as appropriate; assists the executive team in establishing and implementing departmental goals, objectives, strategic plans, direction and initiatives; develops policies and procedures for departmental operations; coordinates review interpretation and analysis of new and proposed legislation; reports the effects of legislation on operations and programs of the organization served and advises superiors of findings; takes appropriate action in order to ensure compliance with existing rules and regulations; and proposes new legislation on own initiative or upon request.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of:

- Modern management principles and techniques in the planning, administration, design, development and delivery of a major program service.

- Contract negotiation and administration methods and techniques.
- Principles and practices of public personnel management and administration.
- Methods and practices of budget, fiscal management and resource and service delivery schedule preparation for major service bureau programs .
- Principles of cost accounting and analysis to successfully develop executive business plans, cases, rates and returns on investment.
- Process improvement principles.
- County fiscal and budget processes and the principals and practice of Internal Service Fund operation.
- Data collection, analysis and display.
- Organizational development and analysis.
- Purchasing and contract administration.
- Principles of automated information systems.

General Knowledge of:

- County government organization, functions, processes and procedures.
- Report writing techniques.
- Accounting and auditing techniques.
- Mathematics and statistical analysis.
- Current computer software programs commonly used (e.g., Windows, word processing, desktop publishing, spreadsheets, and databases).
- Negotiating techniques and the competitive bidding process.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Plan, organize, coordinate, direct, reengineer and manage multi-disciplinary work efforts.
- Direct, monitor and/or review the work of various business units in the delivery of a coordinated and comprehensive customer service solution.
- Analyze the results of various research, reengineering and feasibility studies and identify a course of action to be taken.
- Negotiate private sector “blanket” contracts or “sub-contracts” for products and services outside of a service bureau’s core competency.
- Manage and prepare a budget.
- Interface with County management, elected officials and representatives of outside government agencies.
- Communicate effectively in oral and written form.
- Resolve disputes and function effectively in complex, sensitive and stressful situations.
- Supervise paraprofessional, technical, administrative and clerical personnel.
- Make presentations to the public and other agencies.
- Establish and maintain effective working relations with those contacted in the course of work.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. A master's degree from an accredited college or university in business public administration, or a closely related field; AND, three (3) years of increasingly responsible experience managing a service delivery program which included budget/fiscal accounting and operational program planning/analysis; OR,

2. A bachelor's degree from an accredited college or university in fields stated above; AND, five (5) years of increasingly responsible experience as described above.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

